

VI. Billing Test Section

1.0 BLG-1: CRIS/CABS Invoicing Functional Test

The CRIS/CABS Invoicing Functional Test will evaluate the functional elements of the carrier invoicing process for UNEs as delivered to CLECs by the CRIS/CABS interface. This test cycle will be executed by placing test calls on those UNE scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). KPMG will place calls on provisioned lines to generate usage and invoice detail. The functional elements of UNE invoicing that will be specifically targeted by this test include usage and measured rate billing, recurring and non-recurring charges, pro-ration of charges, the recording of account configuration changes, adjustments, and the accuracy of invoice line item details delivered by both the CABS/CRIS systems. KPMG will use process walk-throughs/interviews to ensure quality of internal processes. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-1.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Adjustment	Enter adjustments	Presence of Functionality Accuracy of Response	BLG-1-1-1
	Track adjustments	Presence of Functionality Accuracy of Response	BLG-1-1-2
Maintain Bill Balance	Carry balance forward	Presence of Functionality Accuracy of Response	BLG-1-2-1
Review Bills	Verify normal recurring charges	Presence of Functionality Accuracy of Response	BLG-1-3-1
	Verify one-time charges	Presence of Functionality Accuracy of Response	BLG-1-3-2
	Verify prorated recurring charges	Presence of Functionality Accuracy of Response	BLG-1-3-3
	Verify usage charges	Presence of Functionality Accuracy of Response	BLG-1-3-4
	Verify adjustments (debits and credits)	Presence of Functionality Accuracy of Response	BLG-1-3-5
	Verify late charges	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-3-6
Balance Cycle	Define balancing and reconciliation procedures	Process Validation Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-4-1
	Produce control reports	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-4-2
	Release cycle	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-4-3
Deliver Bill	Deliver bill media	Presence of Functionality Timeliness of Response	BLG-1-5-1

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Maintain Bill history	Maintain billing information	Process Validation Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-6-1
	Access billing information	Presence of Functionality Clarity of Information Accuracy of Document(s)	BLG-1-6-2
Request re-send	Deliver bill media	Process Validation Presence of Functionality Accuracy of Document(s) Timeliness of Response	BLG-1-7-1

2.0 BLG-2: ODUF/ADUF Usage Functional Test

The Daily Usage File Test will evaluate the functional elements of daily message/usage processing for UNE ports as delivered to CLECs by the ADUF/ODUF interfaces. This test cycle will be executed by KPMG placing test calls on those UNE port and port loop scenarios selected for provisioning as part of the EDI/TAG functional tests (O&P-1 and O&P-2). The functional elements of daily message/usage processing for UNE ports that will be specifically targeted by this test include the completeness and accuracy of the call details across a variety of incoming and outgoing call types, changes in account disposition/configuration, and CO switch types. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-2.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Receipt of usage by BellSouth	Receive switch records at data center	Process Validation Presence of Functionality	BLG-2-1-1
	Verify DUF data	Presence of Functionality	BLG-2-1-2
Daily Usage Feed	Create usage feed	Process Validation Presence of Functionality	BLG-2-2-1
	Define balancing and reconciliation procedures	Clarity of Information Accuracy of Document(s)	BLG-2-2-2
	Route usage	Presence of Functionality	BLG-2-2-3
Deliver usage to CLECs	Send Connect:Direct®	Presence of Functionality	BLG-2-3-1
	Acknowledge arrival	Presence of Functionality Timeliness of Response	BLG-2-3-2
Maintain usage history	Create usage backup	Process Validation Presence of Functionality	BLG-2-4-1
	Request backup data	Presence of Functionality	BLG-2-4-2
Status tracking and reporting	Track valid usage	Presence of Functionality Accuracy of response	BLG-2-5-1
	Account for no usage	Presence of Functionality Accuracy of response	BLG-2-5-2
	Account for missing usage (gaps)	Presence of Functionality Accuracy of response	BLG-2-5-3

~~3.0~~ ~~BLG 3: Billing Usage Returns Test~~ ~~Out of Scope~~

43.0 BLG-43: ~~CRIS/CABS Invoicing~~Billing Systems Capacity Management Evaluation

The ~~CRIS/CABS Invoicing~~Billing Systems Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the ~~CRIS/CABS~~billing applications. The following evaluation criteria (will be used to address the sub-processes and functions evaluated in test BLG-43.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
CRIS/CABS Billing Systems Capacity Management	Evaluate business volume tracking and forecasting Data collection and reporting of business volumes, resource utilization, and performance monitoring	Adequacy and Completeness of Planning and Forecastingdata collection and reporting	BLG-34-1-1
	Data verification and analysis of business volumes, resource utilization, and performance monitoringEvaluate resource tracking and forecasting	Adequacy and Completeness of Usage Monitoringdata verification and analysis	BLG-34-1-2
	Systems and capacity planning, Evaluate performance management processes	Adequacy and Completeness of Performance Management Processsystems and capacity planning	BLG-34-1-3
	Evaluate capacity management processes	Adequacy and Completeness of Capacity Management	BLG-34-1-4

5.0 — BLG 5: ODUF/ADUF Daily Usage Capacity Management Evaluation

The ODUF/ADUF Daily Usage Capacity Management Test is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of the for the ODUF/ADUF reporting applications. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-5.

<i>Sub-Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test-Cross Reference</i>
ODUF/ADUF Reporting Capacity Management	Evaluate business volume tracking and forecasting	Adequacy and Completeness of Planning and Forecasting	BLG-5-1-1
	Evaluate resource usage tracking and forecasting	Adequacy and Completeness of Usage Monitoring	BLG-5-1-2
	Evaluate performance management processes	Adequacy and Completeness of Performance Management Process	BLG-5-1-3
	Evaluate capacity management processes	Adequacy and Completeness of Capacity Management	BLG-5-1-4

46.0 BLG-46: Billing Performance Results Comparison

The Billing Performance Results Comparison is a comparative analysis of billing performance results collected by the test through test management tools and those collected by BellSouth's performance measurement system from BellSouth's OSS. The source results collected from BLG-1: CRIS/CABS Invoicing Functional Test and BLG-2: ODUF/ADUF Usage Functional Test will be compared to performance measures metrics, accuracy and trends will be identified, and disparities will be analyzed for significance. Overall, for consistency testing, four test results sources will be used and compared to ensure BellSouth accuracy:

- Daily usage files ODUF/ADUF
- CRIS/CABS test invoices
- BellSouth's performance measurements system data collected
- Test Call Log

The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-46.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Invoicing accuracy	Non-Designed UNE (billed through CRIS)	Clarity of Information	BLG-46-1-1
	Designed UNE (billed through CABS)	Clarity of Information	BLG-46-1-2
	Port Usage (billed through CABS)	Clarity of Information	BLG-46-1-3
Invoice timeliness	Non-Designed UNE (billed through CRIS)	Timeliness of Response	BLG-46-2-1
	Designed UNE (billed through CABS)	Timeliness of Response	BLG-46-2-2
	Port Usage (billed through CABS)	Timeliness of Response	BLG-46-2-3
Usage data delivery timeliness	Port Usage	Timeliness of Response	BLG-46-3-1
Usage data delivery completeness	Port Usage		BLG-46-4-1
Usage data delivery accuracy	Port Usage	Accuracy of Response Clarity of Information	BLG-46-5-1

7.05.0 BLG-567: CRIS/CABS Invoicing Documentation Evaluation

The CRIS/CABS Invoicing Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's invoicing systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with CRIS/CABS, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather invoices, delivery of invoices and the overall format and contents of the invoices delivered. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test BLG-567.

<u>Sub Process</u>	<u>Function</u>	<u>Evaluation Criteria</u>	<u>Test Cross Reference</u>
<u>Billing Invoicing Documentation</u>	<u>Document Change Management</u>	<u>Availability of Document(s)</u> <u>Accuracy of Document(s)</u> <u>Structure of Document(s)</u> <u>Distribution of Document(s)</u>	<u>BLG-56-1-1</u>
	<u>Document Content Management</u>	<u>Availability of Document(s)</u> <u>Accuracy of Document(s)</u> <u>Structure of Document(s)</u> <u>Distribution of Document(s)</u>	<u>BLG-56-1-2</u>
	<u>Documentation Distribution</u>	<u>Availability of Document(s)</u>	<u>BLG-56-1-3</u>
	<u>Document Content</u>	<u>Accuracy of Document(s)</u>	<u>BLG-56-1-4</u>

<u>Sub Process</u>	<u>Function</u>	<u>Evaluation Criteria</u>	<u>Test Cross Reference</u>
<u>Billing Invoicing Documentation</u>	<u>All BellSouth invoicing standards and procedures documentation</u>	<u>Availability of Document(s)</u> <u>Accuracy of Document(s)</u> <u>Structure of Document(s)</u> <u>Distribution of Document(s)</u>	<u>BLG-7-1-1</u>
	<u>Resale Handbook (Billing Sections)</u>	<u>Availability of Document(s)</u> <u>Accuracy of Document(s)</u> <u>Structure of Document(s)</u> <u>Distribution of Document(s)</u>	<u>BLG-7-1-2</u>

<i>Sub-Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test-Cross Reference</i>
	CLEC Training Guide (Billing Sections)	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG 7-1-3
	Invoicing Online Help	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG 7-1-4
	Carrier Notification on BellSouth Website	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG 7-1-5

8.06.0 BLG-678: ODUF/ADUF Documentation Evaluation

The ODUF/ADUF Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's usage reporting systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. Since there is no direct system interaction with BellSouth's systems in this process, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather usage records, delivery of usage records and the overall format and contents of the daily usage files delivered. The following evaluation criteria (Θ) will be used to address the sub-processes and functions evaluated in test BLG-678.

<u>Sub Process</u>	<u>Function</u>	<u>Evaluation Criteria</u>	<u>Test Cross Reference</u>
<u>Billing Usage Reporting Documentation</u>	<u>Document Change Management</u>	<u>Availability of Document(s)</u> <u>Accuracy of Document(s)</u> <u>Structure of Document(s)</u> <u>Distribution of Document(s)</u>	<u>BLG-67-1-1</u>
	<u>Document Content Management</u>	<u>Availability of Document(s)</u> <u>Accuracy of Document(s)</u> <u>Structure of Document(s)</u> <u>Distribution of Document(s)</u>	<u>BLG-67-1-2</u>
	<u>Documentation Distribution</u>	<u>Availability of Document(s)</u>	<u>BLG-67-1-3</u>
	<u>Document Content</u>	<u>Accuracy of Document(s)</u>	<u>BLG-67-1-4</u>

<u>Sub-Process</u>	<u>Function</u>	<u>Evaluation Criteria</u>	<u>Test Cross Reference</u>
<u>Billing usage reporting documentation</u>	<u>All BellSouth usage reporting standards and procedures documentation</u>	<u>Availability of Document(s)</u> <u>Accuracy of Document(s)</u> <u>Structure of Document(s)</u> <u>Distribution of Document(s)</u>	<u>BLG-8-1-1</u>
	<u>Resale Handbook (Billing Sections)</u>	<u>Availability of Document(s)</u> <u>Accuracy of Document(s)</u> <u>Structure of Document(s)</u> <u>Distribution of Document(s)</u>	<u>BLG-8-1-2</u>

<i>Sub-Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test-Cross Reference</i>
	CLEC Training Guide (Billing Sections)	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-3
	Daily Usage File Online Help	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-4
	Carrier Notification on BellSouth Website	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	BLG-8-1-5

VII. Maintenance and Repair Test Section

1.0 M&R-1: TAFI Functional Test

The TAFI Functional Test will evaluate the functional elements of the trouble reporting and screening process for telephone number assigned UNEs as delivered to CLECs via the TAFI interface in BellSouth's production environment. This test cycle will be executed by submitting trouble reports against provisioned test bed accounts

TAFI functionality will be reviewed along with the documentation addressing its use. The functional elements trouble reporting and screening that will be specifically targeted by this test include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-1.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Trouble reports	Create trouble report	Presence of Functionality Accuracy of Document(s)	M&R-1-1-1
	Modify trouble report	Presence of Functionality Accuracy of Document(s)	M&R-1-1-2
	Create repeat report	Presence of Functionality Accuracy of Document(s)	M&R-1-1-3
	Create subsequent report	Presence of Functionality Accuracy of Document(s)	M&R-1-1-4
	Retrieve LMOS recent status report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response	M&R-1-1-5
	Execute manual queuing capabilities	Presence of Functionality Accuracy of Response Timeliness of Response Accuracy of Document(s)	M&R-1-1-6
	Execute supervisor functions	Presence of Functionality Accuracy of Response Timeliness of Response Accuracy of Document(s)	M&R-1-1-7
Access to test capability	Initiate port and loop-port test	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response	M&R-1-2-1
	View port and loop-port test results	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response	M&R-1-2-2
	Obtain customer line record	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response	M&R-1-2-3

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	Obtain predictor results	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response	M&R-1-2-4
	View DLR (Display Line Record)	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response	M&R-1-2-5
	View SOCS pending order (open issue)	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response	M&R-1-2-6
	Close trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Accuracy of Document(s)	M&R-1-2-7
	Cancel trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Accuracy of Document(s)	M&R-1-2-8
Access error reports	Reset communications	Presence of Functionality	M&R-1-3-1
	Host request errors	Accuracy of Response Clarity of Information Timeliness of Response	M&R-1-3-2
Trouble history	Retrieve trouble history	Accuracy of Response Clarity of Information Timeliness of Response	M&R-1-4-1
Trouble status	View pending ticket status	Accuracy of Response Clarity of Information Timeliness of Response	M&R-1-5-1

2.0 M&R-2: ECTA Functional Test

The ECTA Functional Test will evaluate the functional elements of the trouble reporting and screening process for both telephone number assigned and circuit identified UNEs as delivered to CLECs via the ECTA interface. This test cycle will be executed by exercising a defined set of ECTA functions associated with trouble management activities against test bed accounts.

ECTA functionality will be reviewed along with the documentation addressing its use. The functional elements of trouble reporting and screening that will be specifically targeted by this test include the entry and resolution of trouble reports, the query and receipt of status reports, and error conditions. The ECTA Functional Test will be conducted against BellSouth's production environment system. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-2.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Trouble reports	Create trouble report	Presence of Functionality Accuracy of Document(s) Timeliness of Response	M&R-2-1-1 M&R-2-2-1
	Modify trouble report	Presence of Functionality Accuracy of Document(s) Timeliness of Response	M&R-2-1-24 M&R-2-2-4
	Cancel trouble report	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Accuracy of Document(s)	M&R-2-1-35 M&R-2-2-5
Trouble status	Request trouble ticket status	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Accuracy of Document(s)	M&R-2-21- 42 M&R-2-2-2
	<u>Verify repair completion</u>	<u>Presence of Functionality</u> <u>Timeliness of Response</u>	<u>M&R-2-1-6</u> <u>M&R-2-2-6</u>
	View trouble ticket notifications Add trouble information	Presence of Functionality Accuracy of Response Clarity of Information Timeliness of Response Accuracy of Document(s)	M&R-2-21- 23 M&R-2-2-3

3.0 M&R-3: ECTA Normal Volume Performance Test

The ECTA Normal Volume Performance Test will evaluate the behavior and performance of the ECTA interface under “normal” YE01 projected transaction load conditions. This test cycle will be executed by a test transaction generator capable of submitting large volumes of resale services and UNE trouble test cases in a manner consistent with ECTA’s current and forecasted daily usage patterns and transaction mix, including error conditions. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-3.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Submit trouble transactions in projected normal volumes	Create trouble report	Availability of Interface Correctness of Response Timeliness of Response	M&R-3-1-1 M&R-3-2-1
	Modify trouble report	Availability of Interface Correctness of Response Timeliness of Response	M&R-3-1-24 M&R-3-2-4
	Cancel trouble ticket	Availability of Interface Correctness of Response Timeliness of response	M&R-3-1-35 M&R-3-2-5
	Request trouble ticket status	Availability of Interface Accuracy Correctness of Response Timeliness of Response	M&R-3-1-42 M&R-3-2-4
	Verify Repair Completion	Correctness of Response Timeliness of Response	M&R-3-1-6 M&R3-2-6
	Cancel/Add trouble ticket information	Availability of Interface Accuracy Correctness of Response Timeliness of Response	M&R-3-1-53 M&R-3-2-3

4.0 M&R-4: ECTA Peak Volume Performance Test

The ECTA Peak Volume Performance Test will evaluate the behavior and performance of the ECTA interface under peak YE01 projected transaction load conditions. This test cycle will be run following the execution of the ECTA Normal Volume Performance Test (M&R-3) and will utilize a selected sample of resale services and UNE trouble test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the ECTA Normal Volume Performance Test and replicating those transaction volumes across an 8-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated across an 8-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-4.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Submit trouble transactions in projected normal volumes	Create trouble report	Availability of Interface Correctness of response Timeliness of Response	M&R-4-1-1 M&R-4-2-1
	Modify trouble report	Availability of Interface Correctness of Response Timeliness of Response	M&R-4-1-24 M&R-4-2-4
	Cancel trouble ticket	Availability of Interface Correctness of Response Timeliness of Response	M&R-4-1-35 M&R-4-2-5
	Request trouble ticket status	Availability of Interface Accuracy Correctness of Response Timeliness of Response	M&R-4-1-42 M&R-4-2-2
	Verify Repair Completion	Correctness of Response Timeliness of Response	M&R-4-1-6 M&R-4-2-6
	View trouble ticket notifications Add Trouble Administration Information	Availability of Interface Accuracy Correctness of Response Timeliness of Response	M&R-4-1-53 M&R-4-2-3

5.0 M&R-5: TAFI Capacity Management Evaluation

The TAFI Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of TAFI interfaces. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-5.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
TAFI Capacity Management	<u>Data collection and reporting of business volumes, resource utilization, and performance monitoring</u> <u>Evaluate business volume tracking and forecasting</u>	Adequacy and Completeness of Planning and Forecasting <u>data collection and reporting</u>	M&R-5-1-1
	<u>Data verification and analysis of business volumes, resource utilization, and performance monitoring</u> <u>Evaluate resource usage tracking and forecasting</u>	Adequacy and Completeness of Usage Monitoring <u>data verification and analysis</u>	M&R-5-1-2
	<u>Systems and capacity planning</u> <u>Evaluate performance management processes</u>	Adequacy and Completeness of Performance Management Process <u>systems and capacity planning</u>	M&R-5-1-3
	Evaluate capacity management processes	Adequacy and Completeness of Capacity Management	M&R-5-1-4

6.0 M&R-6: ECTA Capacity Management Evaluation

The ECTA Capacity Management Evaluation is a detailed review of the safeguards and procedures in place to plan for and manage projected growth in the use of ECTA interfaces. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-6.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
ECTA Capacity Management	<u>Data collection and reporting of business volumes, resource utilization, and performance monitoring</u> Evaluate business volume tracking and forecasting	Adequacy and Completeness of Planning and Forecasting data collection and reporting	M&R-6-1-1
	<u>Data verification and analysis of business volumes, resource utilization, and performance monitoring</u> Evaluate resource usage tracking and forecasting	Adequacy and Completeness of Usage Monitoring data verification and analysis	M&R-6-1-2
	<u>Systems and capacity planning</u> Evaluate performance management processes	Adequacy and Completeness of Performance Management Process systems and capacity planning	M&R-6-1-3
	Evaluate capacity management process	Adequacy and Completeness of Capacity Management	M&R-6-1-4

7.0 M&R-7: M&R Performance Results Comparison

The M&R Performance Results Comparison is a comparative analysis of M&R performance results collected by KPMG test management tools and BellSouth's OSS performance measurements systems. The source results collected from M&R-1: TAFI Functional Test, M&R-2: ECTA Functional Test, M&R-3: ECTA Normal Volume Performance Test, and M&R-4: ECTA Peak Volume Performance Test will be compared to BellSouth's performance measurements systems, accuracy and trends will be identified, and disparities will be analyzed for significance. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-7.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Missed repair appointment	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-1-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-1-2
Percentage of subsequent reports	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-2-1
Maintenance average duration	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-3-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-3-2
Out of service > 24 hours	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-4-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-4-2
Repeat troubles within 30 days	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-5-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-5-2
OSS response interval	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-6-1
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-6-2
Average answer time	UNE Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-7-1

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
	UNE Non-Designed	Availability of Interface Accuracy of Response Timeliness of Response	M&R-7-7-2

8.0 M&R-8: TAFI Documentation Evaluation

The TAFI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAFI interface for maintenance and repair activities. This evaluation is intended to review the availability, accuracy and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This test uses records of observations from the M&R-1: TAFI Functional Test and CLEC TAFI User Training Manuals to identify incidents in documentation and functionality described in the business rules. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-8.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
M&R Documentation	CLEC TAFI End-User Training and User Guide	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-1
	CLEC Training Guide (M&R Sections)	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-2
	TAFI Online Help	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-3
	Carrier Notifications on BellSouth's website	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-8-1-4

9.0 M&R-9: ECTA Documentation Evaluation

The ECTA Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the ECTA interface for maintenance and repair activities. This evaluation is intended to review the availability, accuracy, ease of use and completeness conformance to ANSI standards of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This test will use records of observations from the M&R-2: ECTA Functional Test and CLEC ECTA End User Joint Implementation Agreement (JIA) to identify incidents in documentation and functionality, described in the business rules. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-9.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
M&R Documentation	CLEC ECTA End User Demonstration and User Joint Interconnection Implementation Agreement for Electronic Communications Trouble Administration (ECTA) Gateway for Local Service (JIA)	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Ease of Use of Document Distribution of Document(s) Conformance of Document to ANSI Standards	M&R-9-1-1 M&R-9-1-2 M&R-9-1-3
	CLEC Training Guide (M&R Sections)	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-2
	ECTA Online Help	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-3
	Carrier Notifications	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-4
	CLEC ECTA End User Training & User Guide	Availability of Document(s) Accuracy of Document(s) Structure of Document(s) Distribution of Document(s)	M&R-9-1-5

10.0 M&R-10: M&R Process Evaluation

The M&R Process Evaluation Test is comprised of two major elements. The first (Sub-Test 1) evaluates the functional equivalence of BellSouth's M&R processes for wholesale and retail trouble reports. Process flows for wholesale and retail trouble management will be reviewed and evaluated along with technician methods and procedures (M&P) and job aids for wholesale trouble repair.

The second element (Sub-Test 2) involves the execution and observation of selected M&R test scenarios to evaluate BellSouth's performance in making repairs under the conditions of various wholesale maintenance scenarios.

The following evaluation criteria will be used to address the sub-processes and functions evaluated in test M&R-10.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
End-to-End M&R Process	Process flow documentation	Wholesale/Retail Comparison	M&R-10-1-1
	Process evaluation	Wholesale/Retail Comparison	M&R-10-1-2
End-to-End Trouble Report Processing	M&R test situations	Accuracy Timeliness	M&R-10-2

VIII. Change Management Test Section

1.0 CM-1: Change Management Practices Review

This test evaluates the overall policies and practices for managing change in the procedures and systems necessary for establishing and maintaining effective relationships between BellSouth and CLECs. The results of this test will rely upon checklists and inspections. The following evaluation criteria will be used to address the sub-processes and functions evaluated in test CM-1.

<i>Sub Process</i>	<i>Function</i>	<i>Evaluation Criteria</i>	<i>Test Cross Reference</i>
Change Management	Developing Change Proposals	Completeness and consistency of change development process	CM-1.1 CM-1.2
	Evaluating Change Proposals	Completeness and consistency of change evaluation process	CM-1.3 CM-1.4 CM-1.7
	Implementing Change	Completeness and consistency of change implementation process	CM-1.7
	Intervals	Reasonableness of change interval	CM-1.5
	Documentation	Timeliness of documentation updates	CM-1.6
	Tracking Change Proposals	Adequacy and completeness of change management tracking process	CM-1.7 CM-1.8